NOTES: *1) The word "document" refers to the end product, the deliverable, regardless if it is an actual document. It could be a video, audio, online wiki page, etc. 2) I enjoy technical writing and still write manuals, API doc, and articles for my current full-time position. I have stopped freelancing for a few years.*

Claire Streb Technical Writing Portfolio and History

Basic Philosophy I Follow for You, my Client

- ***Pricing:*** Time and materials only, no fixed-rate projects. Most clients prefer time-boxed milestones. Send request (serious inquiries only)
- ***Know the audience:*** I ask you, "Who will use the documentation?" This is to identify: 1) Different personas, as they might need to access the document differently; and 2) What you want your audience to know, because a Sales Brochure is much different than a User Guide.
- ***Understand the document type(s):*** Are you asking me to write a technical specification for a government missile project or online API reference documentation? The structure and voice are completely different.
- ***Be consistent, and meet/exceed expectations:*** Do you have any particular examples you want me to emulate? If so, I follow them. If not, I provide some examples to see if they fit your needs before proceeding.
- ***Plan:*** Identify tasks, prioritize, and estimate
- ***Be transparent with timely communications:*** Share my status on a timeframe that works for you (weekly, bi-weekly, monthly, quarterly, or when I am done). I prefer to start a large project with interviews (if needed), then proceed with some proof of concepts, followed by actually publishing to temporary storage for reviews, and final publishing.

Overview / Contents

The following shows explanations of my technical writing history sorted by Years (descending). It does not include everything, but does show the majority of the different document types I have created. "Proprietary" means I would need to seek permission to show it to you, perhaps with scrubbing, and only excerpts.

Document Type	Software Type	Media	Audience	Tools/Formats	Company	Years	Page
Developer Guides	APIs	Internet	Public	Markdown	*Open Source*	2019 - 2020	OpenAPI Postman
API Reference	REST API, JavaScript Web widget API & SDK, Mobile API (iOS and Android)	Internet, Zipped demo source code	Internal and Public	Postman, DITA, Oxygen XML Editor, HTML, JavaScript, CSS, VBScript, CMD, PowerShell, PowerPoint, Confluence, Office	LogMein	2019 - 2020	4
Corporate Standards and Procedures	Enterprise software	Intranet, Word docs	Internal	SharePoint, Office	M&T Bank	2017 - 2019	Proprietary
General Technical Documentation	Enterprise software	Word docs, Wiki pages	Internal	SharePoint, MS Teams, Office	M&T Bank	2017 - 2019	Proprietary
Interactive Technical Training Materials	Enterprise software	Cloud	Internal	TalentLMS, Office	M&T Bank Freelance	2017 - 2019 2017 - present	Proprietary

Document Type	Software Type	Media	Audience	Tools/Formats	Company	Years	Page
Simple SDK Introduction	JavaScript REST API	Internet	Public	HTML and CSS	Freelance	2017	5
Release Notes	SaaS	Internet, PDF	Customers	Office	Freelance	2017	Separate Document
Complex API Reference	SOAP API	PDF	Internal and Customers	Sandcastle, C#, CMD	CBORD	2015 - 2017	6
Technical Guide	SaaS, SOAP API	PDF	Customers	Office	CBORD	2015 - 2017	Send request
Product Demo Video Script	Web UI	PDF	Internal	Office	Freelance	2015	TBD
System Administrator Install Guide	SaaS	PDF	Customers	Office, Photoshop	Freelance	2015	Send request
Document Management	Marketing content and images	Intranet	Internal and Public	Visual Studio extensions for document storage	Kodak Alaris	2014 - 2015	Proprietary
User Interface Design	TBD						
Simple, Specific Technical Documentation	Reports	Word docs	Internal	DevExpress, Office	Materials Management Microsystems	2006 - 2013	10
Writers Style Guide	All	Intranet	Internal	Confluence, SharePoint, Office	Freelance	2005 - 2010	TBD
SEO Copywriting	All Web	Internet	Public	Office	Consulting	2005 - 2013	TBD
Quality System	Regulatory	PDF	ISO board, auditors	Office	RTE	2000	Proprietary
Research & Estimation	Desktop	Word doc	Internal	Office	RTE	1999	Proprietary
Scientific w/Schematics	Embedded	PDF	Customers	Office	Metrosonics	1998	Proprietary
Blogs	All	Internet	Public	Blog servers	All	1996 - present	Sample
SOW	All	PDF	Customers	Office	All	1996 - present	Send request
Support Manual	Aerospace Hardware Maintenance	PDF	Internal	PostScript, C, Tcl	Boeing and McDonnell Douglas	1996	Proprietary
RFP Response	Telecom, Healthcare	PDF	Customers	Office	CSC and RTE	1985 - 2000	Proprietary
Research and Analysis Paper	Laboratory, Process improvement, SCM, Social Studies	Word docs, PDFs	Internal	Office	Freelance	1985 - present	Separate Document
Project Management Plan	All	PDF	Internal and Customers	Office	All	1985 – present	Send request
Test Plan	All	PDF	Internal and Customers	Office	All	1980 - present	Send request

Document Type	Software Type	Media	Audience	Tools/Formats	Company	Years	Page
User Guide and Developer Guide	SaaS, Desktop, Client/Server	Internet, PDF	Customers	Office, Madcap Flare, FrameMaker, Adobe, RoboHelp	Consulting, Various	1978 - present	Send request
Functional Specification, Software Requirements Specification, and Complex Technical Specification	All	PDF	Internal and Customers	Office, Open Office, RequisitePro	Various	1978 - present	Send request

LogMeIn API Redocumentation Project – 2019 thru 2020

This project was done in phases: 1) Most urgent additions and rewriting; 2) Fix typos and grammar; and 3) Reorganize most of the existing outline.

2020 sophisticated and user-friendly REST and Web API and SDK documentation (online, demo, and PDF) generated with Postman, Markdown, and JSON (DELETE, GET, POST, and PUT). Still in use (as of Jan 2022) at https://developer.bold360.com/help/EN/Bold360API/Bold360API/c_1_overview_of_APIs.html

SDK Introduction – 2017
Part-time freelance project

XYZ SDK 3Q2017 for JavaScript

The XYZ SDK for JavaScript (hereafter called "the XYZ SDK") is a library with powerful features that enable you, the JavaScript developer, to easily make requests to the XYZ API. The XYZ SDK makes it simple to upload media and send batch requests to your XYZ installed database. The XYZ SDK gives you full control of how your JavaScript code interacts with your specific hosting environment and web framework. The XYZ SDK does all the heavy lifting for you making it as easy as possible to deeply integrate into your installed XYZ platform.

Pre-Requisites

You or your system administrator must have already followed the XYZ Installation and Implementation Guide.

Examples

The following examples demonstrate how you can accomplish tasks with the XYZ SDK:

- Login – Request XYZ authentication
- Retrieve – Retrieve one or more XYZ records
- Upload – Send one or more media files to XYZ

API Reference

For a full list of classes, please see the API reference page.

Menu Display Interface (MDI) – 2016 – Complete, Operational, and Generating Revenue
Snapshots of SOAP API Documentation Generated with Sandcastle and C#
Also see an explanation of the programming behind the API documentation.

CBORD Menu Display Interface Web Service API

CBORD.NetMenu.Framework.CBORDWebData Namespace

WebService Namespace: http://cbord.com/webData/

CBORD Menu Display Interface (MDI) is a web service API that retrieves data from a NetMenu or FMS database for display on digital menu boards.

◢ Classes

	Class	Description
🔷	CBORDWebData	**CBORD Web Data for MDI Version 2, a sessionless Web Service (SOAP 1.1 and 1.2).**
		MDI provides access to business data and processes defined by NetMenu or FMS. Access is accomplished by calling each web method with identifying parameters. Each web method except for VersionInfo returns a string containing an XML document that has its own schema.
		As of MDI Version 2, the encryptedUserName/encryptedUserPassword credentials are assigned to real users authorized to access Facilities in NetMenu or FMS. The best practice is to assign one MDI user to all of the Facilities in the enterprise. In the case of a CBORD-hosted cloud, one MDI user should be assigned to all of the Facilities for each tenant (enterprise).

CBORD Menu Display Interface Web Service API

CBORDWebDataGetFacilities Method

Menu Display Method. Retrieves zero or more Facilities the user is allowed to access.

Namespace: CBORD.NetMenu.Framework.CBORDWebData
Assembly: CbordWebData (in CbordWebData.dll) Version: 12.14.100.8489

◢ Syntax

C#   VB   C++   F#   Copy

```csharp
public string GetFacilities(
        string encryptedUserName,
        string encryptedPassword,
        string facilityExternalId,
        bool getSingleFacility
)
```

Parameters

encryptedUserName
        Type: SystemString
        Contact the MDI Administrator for the encryptedUserName.
encryptedPassword
        Type: SystemString
        Contact the MDI Administrator for the encryptedPassword

Sales/Marketing Information regarding MDI

cbord®

Menu Display Interface™

Benefits

- Real-time data for your dynamic menu displays

- Use your menu data to highlight and encourage healthy meal choices

- Include food allergen information with menu items

- Stop spending hours posting nutrition information

Overview

Take the time and hassle out of updating dynamic menu displays. With our Menu Display Interface™, you can utilize the allergen and nutrition information you already have in Foodservice Suite® (FSS) to drive your electronic menu displays. When you connect your menu boards directly

Turn CBORD Data Into a Dynamic Menu Board Display

to FSS, you avoid input errors, as well as eliminate the time it takes to update boards manually when recipes change. Take advantage of all the data you have in FSS to drive accurate real-time information out to all your menu boards.

Advertise Your Healthy Meal Options

With the Menu Display Interface, you can accurately display your nutritional data and allergens to encourage healthier meal choices. Start providing the menu information your customers want—in some cases information that is required—with real-time updates that need little to no additional staff effort. Your team has already invested time and energy creating menus for each of your service units. Your menus include detailed nutritional, allergen, and service information. With the Menu Display Interface, you can take advantage of all the information you have in FSS and utilize it to drive your electronic menu boards. Stop spending hours of staff time updating nutrition information and posting it on boards. Utilize the technology you already have to publicize your healthy options, advertise daily specials, and alert customers to common allergens.

The data feeds you create with the Menu Display Interface will drive real-time menu data to your display system of choice. The CBORD® Menu Display Interface allows you to feed your FSS data to your presentation system with a standard web-based API. Using the Menu Display Interface Administration site, your menu and marketing teams can coordinate the selection of specific menus or menu items to be displayed on your menu boards. The site requires menu board system interaction with web services (SOAP/XML). No more direct database queries, file exports, network administration and permissions headaches. Set up your menu boards to communicate directly with FSS to present your menu data in a dynamic fashion, changing real-time as your menus change.

CBORD and Foodservice Suite are registered trademarks, and Menu Display Interface is a trademark, of The CBORD Group, Inc. Images are courtesy of Epicure Digital Menu Systems.

Comprehensive Solutions. Innovative Products. Dedicated Service.

Technical Document for Reports – 2006 through 2013

http://clairenstreb.brinkster.net/Portfolio/ReportsRD-MasterDetail.pdf